



NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	Manager, NOCE Disability Support Services	Salary Range:	18
Date Revised:	4/2/2026	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator or manager, the Manager, NOCE Disability Support Services provides leadership, coordination, and oversight for DSS programs and services. This role ensures equitable access, compliance with federal and state regulations, including but not limited to the Americans with Disabilities Act (ADA), Section 504, Title 5, and Title 17.

The Manager, NOCE Disability Support Services (DSS) ensures the effective delivery of accommodations and support services to students with disabilities enrolled in North Orange Continuing Education programs (NOCE).

DISTINGUISHING CHARACTERISTICS

The Manager, NOCE Disability Support Services, is distinguished in its role by its focus on specialized student services within a noncredit environment, requiring expert knowledge of disability-related legislation and practices. The Manager designs, implements, and evaluates programs specifically aimed at supporting students with diverse disabilities, ensuring both educational access and success. The Manager, NOCE DSS, collaborates with community agencies and integrates equity-minded practices that address the unique barriers faced by disproportionately impacted student populations.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Program Leadership and Administration

1. Assists in the organization, coordination, and improvement of DSS programs and services in alignment with District, college, and state mandates.
2. Assists with department improvements and the development of course offerings; supports department and NOCE activities; addresses student incidents and student and staff disciplinary matters; participates in staff evaluations; monitors the performance of hourly staff; and coordinates office operations.
3. Develops and implements policies and procedures that ensure compliance with ADA, Section 504, Title 5, and other applicable regulations.
4. Assists in planning, assessing, coordinating, and evaluating inclusive disability support services and programs across all college and District locations.
5. Collaborates with leadership to prepare, generate and maintain detailed and comprehensive records, reports, and files related to programs, operations, and activities.



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Program Development and Implementation

6. Assists in the development and implementation of new programs and services, including writing grant proposals, creating initial budgets, hiring and assigning staff, developing program outcomes, and coordinating outreach with community and statewide partners.
7. Oversees data collection, management, and reporting to meet accountability and compliance requirements; prepares materials to promote programs and classes.

Scheduling and Staffing

8. Assists in determining instructor, classified, and hourly staff schedules and class locations; secures substitute staff, when needed.
9. Participates in determining classified and hourly staff schedules and work locations.
10. Provides leadership in hiring, onboarding, training, and evaluating staff; ensures equity-minded practices and a welcoming environment.

Budget and Resource Management

11. Assists in developing preliminary budgets, oversees grant budgets, purchasing documentation, and invoicing with community partners.
12. Oversees grant budgets, including but not limited to purchasing, grant documentation, and monthly invoicing of community partners.
13. Monitors resources, equipment, and supply needs for DSS programs.

Student Support and Case Management

14. Ensures students receive appropriate accommodations and services, collaborating with faculty and staff to address incidents, discipline, and student progress.
15. Maintains sensitivity to the needs of students with disabilities to advocate for their success.

Collaboration and Communication

16. Maintains effective communication with administrators, faculty, staff, and external agencies to resolve conflicts, exchange information, and coordinate activities.
17. Organizes, participates in, attends, and/or chairs committees, attends administrative meetings, and leads special projects, as assigned.

Staff Training, Supervision, and Development

18. Hires, supervises, trains, and evaluates assigned staff, ensuring effective service delivery and support.
19. Plans and organizes staff development programs, orientation, and training activities; updates training materials and coordinates ongoing professional growth opportunities.

Technology Integration

20. Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.



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Diversity, Equity, and Inclusion

21. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participate in diversity, equity, and inclusion trainings and events.

General

22. Organizes, participates, attends, and may chair a variety of administrative and staff meetings; serves on committees and special projects; and coordinates programs and services in collaboration with District and North Orange Continuing Education personnel.
23. Performs other duties that support the overall objective of the position

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in a related discipline; **AND**
- Three (3) years of experience working with student services and special programs;

OR

- Master's Degree in a related discipline; **AND**
- One (1) year of formal training, internship, or leadership experience related to the area of assignment.
- **Or**, any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Experience with educational program development and coordination in noncredit and community education.
- Experience with community agencies, businesses, and facilities that serve the North Orange Continuing Education program and student populations.
- Management experience within a higher education environment.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.



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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of District and college organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of California Education Code, Title 5, and other applicable laws and regulations related to the area of assignment.
- Knowledge of state and federal disability regulations.
- Knowledge and understanding of educational program development, scheduling, and budget management.
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as FERPA.
- Knowledge of the Americans with Disabilities Act (ADA).
- Knowledge of budget preparation and maintenance.
- Knowledge of office administration and management practices and procedures.
- Knowledge of confidential record keeping, filing, file sharing, and filing systems methods, techniques, and procedures.
- Knowledge of student information systems, management information systems, databases, and data management practices.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- Disability student services and program implementation.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Event planning and coordination skills, including the ability to manage logistics and details for meetings, workshops, and special events.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.



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- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to oversee multiple and changing priorities related to the area of assignment.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to supervise, train, and support staff.
- Ability to understand and follow verbal and written directions.
- Ability to understand the scope of authority in making independent decisions related to the area of assignment.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak, or hear, both in person and by telephone. Use hands repetitively to perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s).

Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.



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The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

Working Conditions:

Work is performed primarily indoors where minimal safety considerations exist. The incumbent may be subject to constant interruptions and frequent interaction with District and college personnel and the public. Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.